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U.S. PATENT & TRADEMARK OFFICE
JAN 20 2004
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FIG. 1

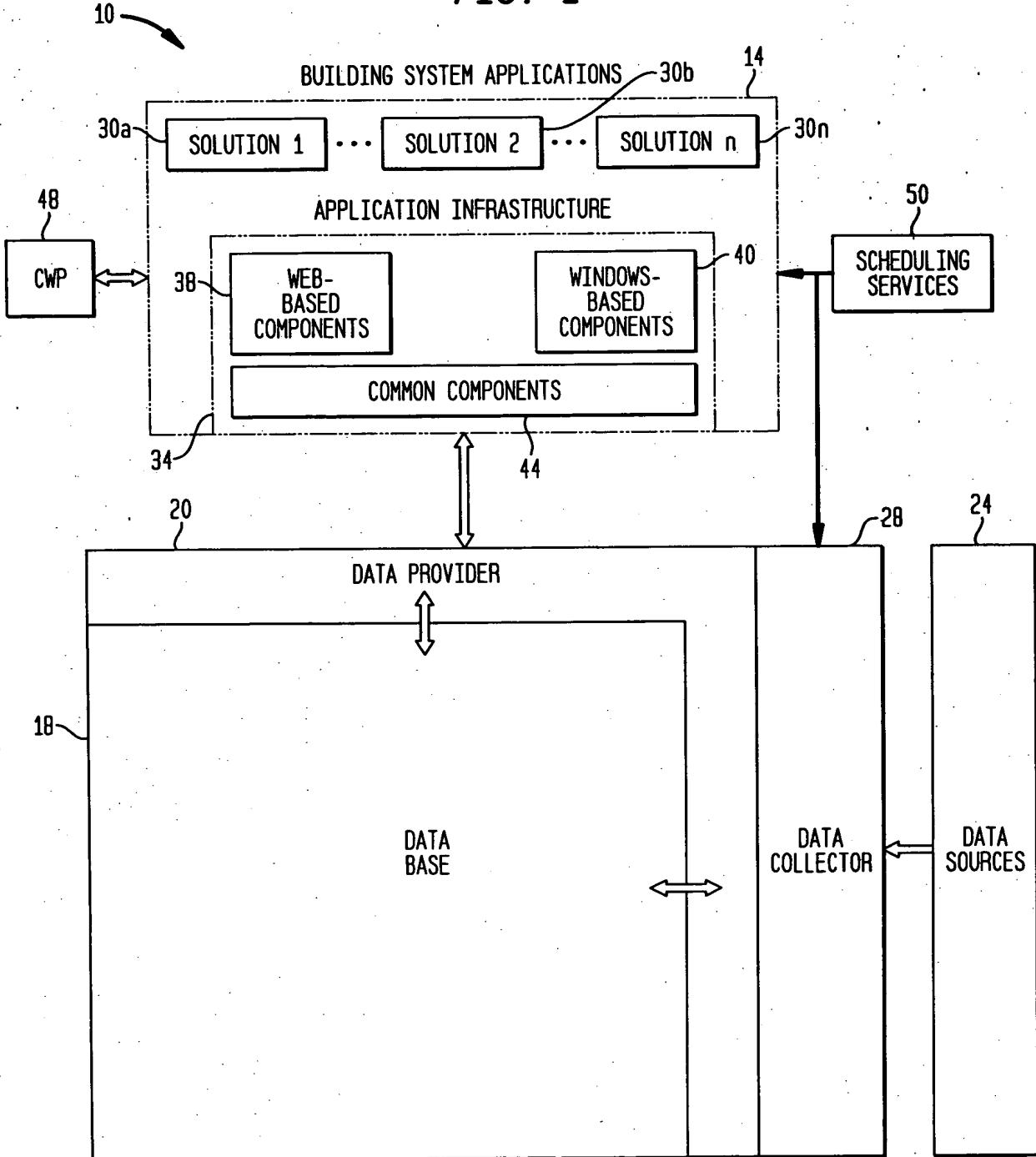


FIG. 2A

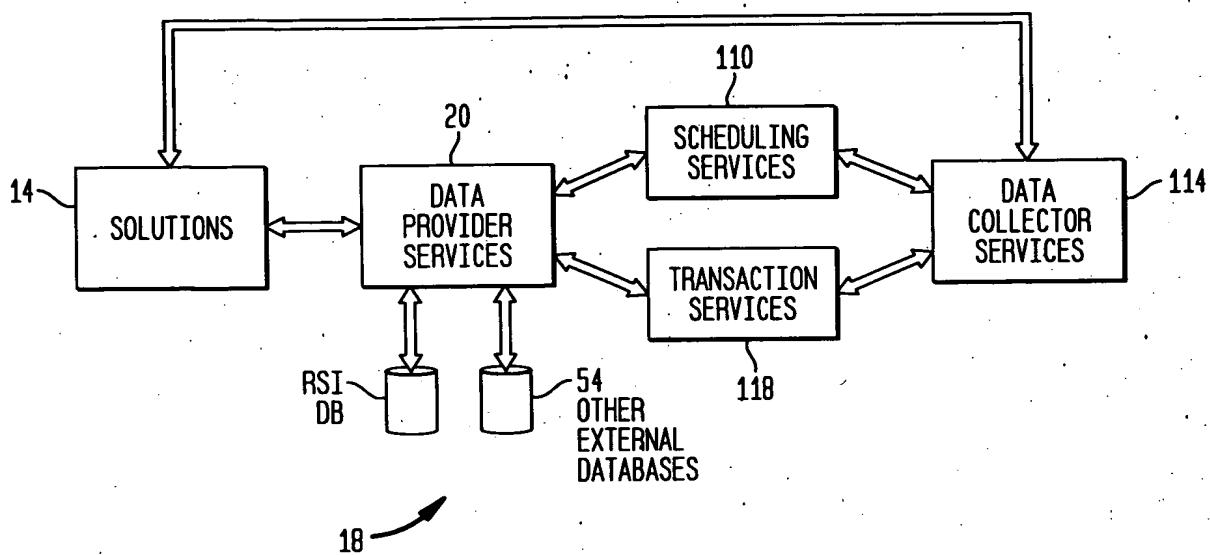
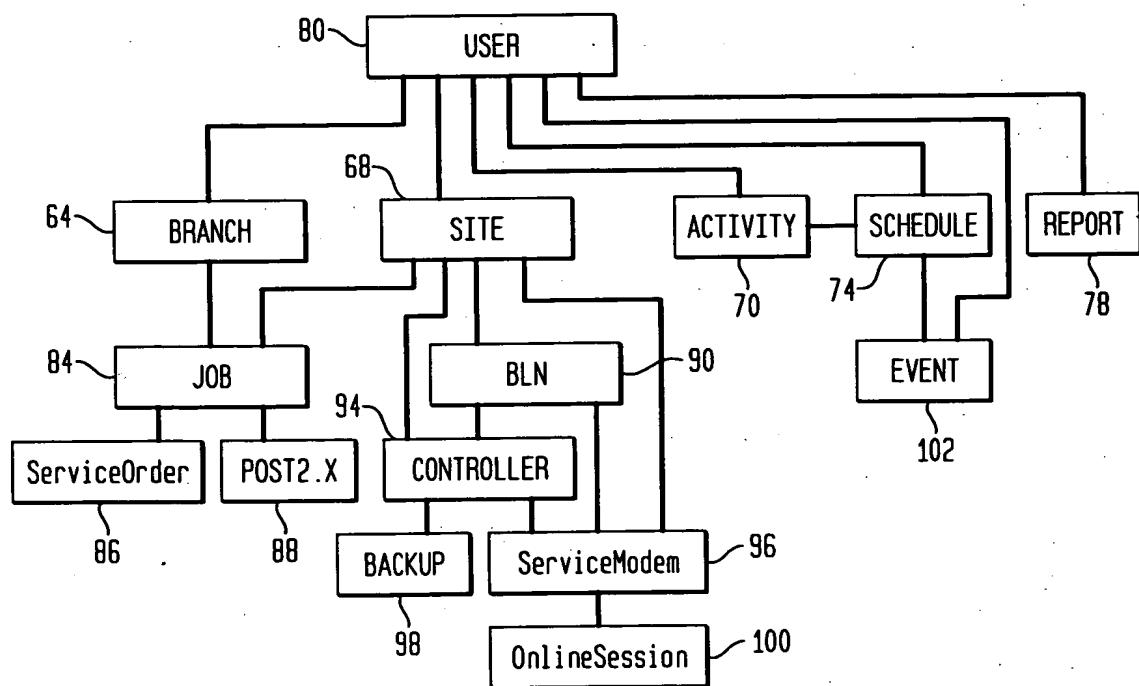
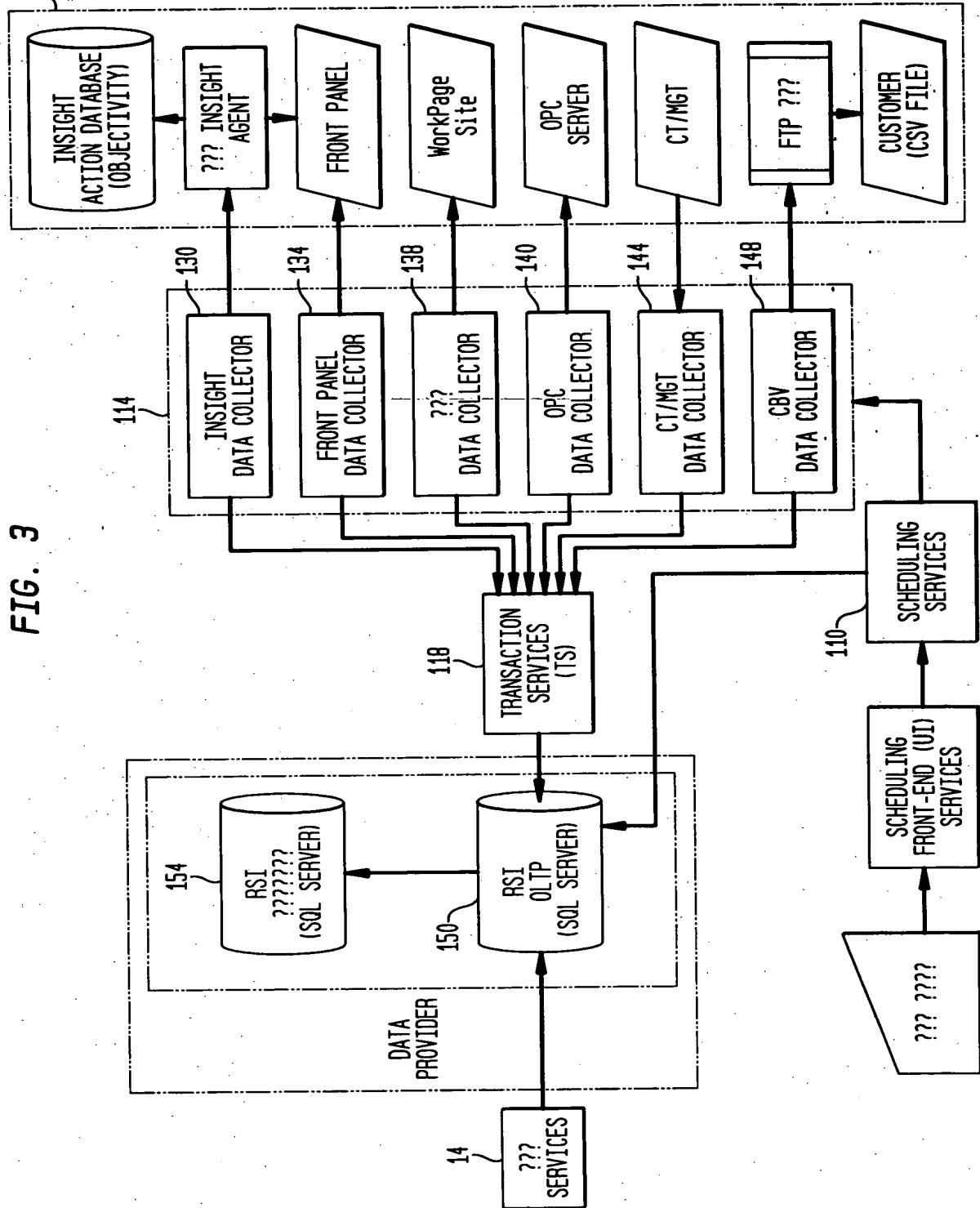


FIG. 2B



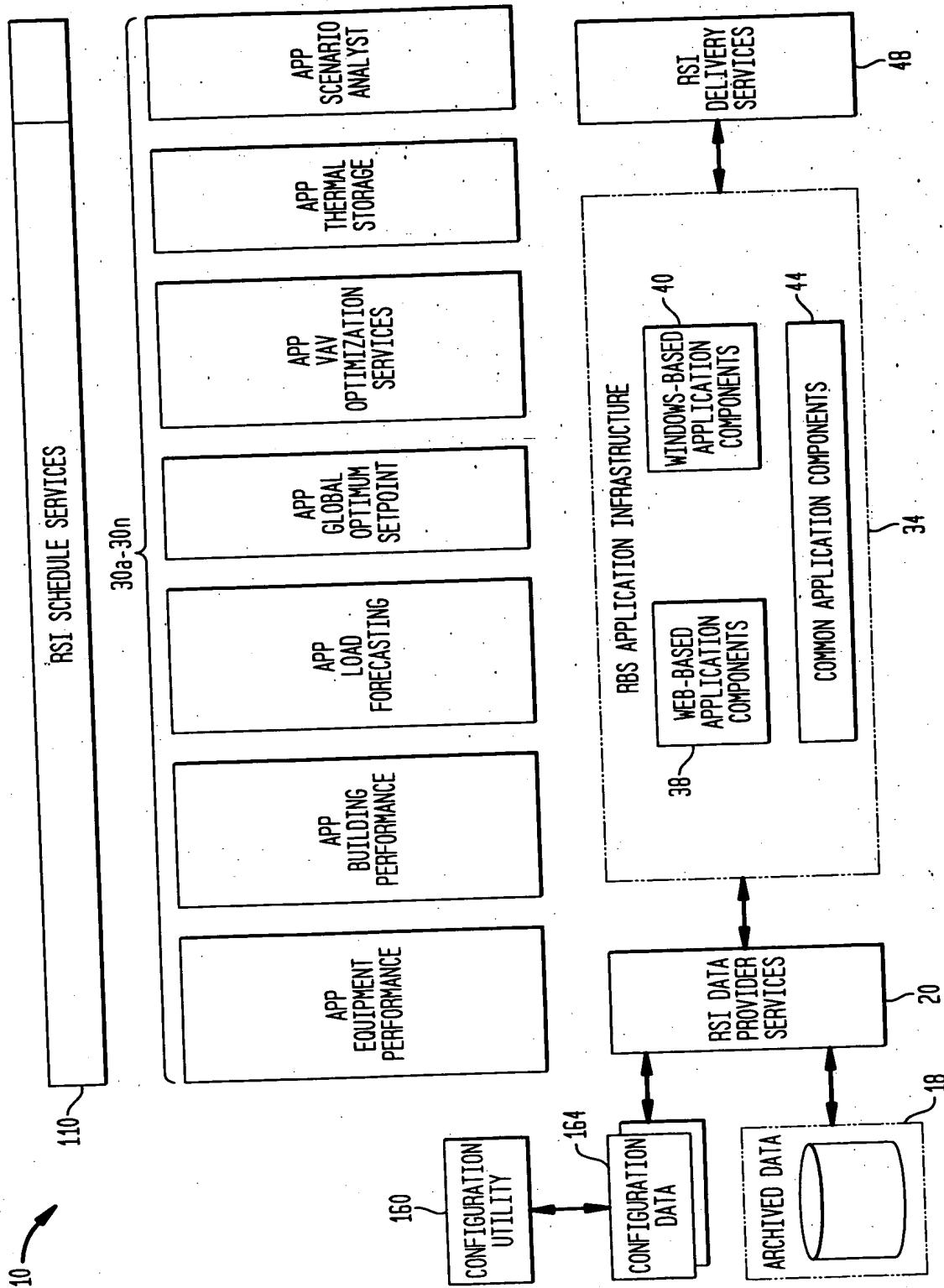
120



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FIG. 4



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FIG. 5

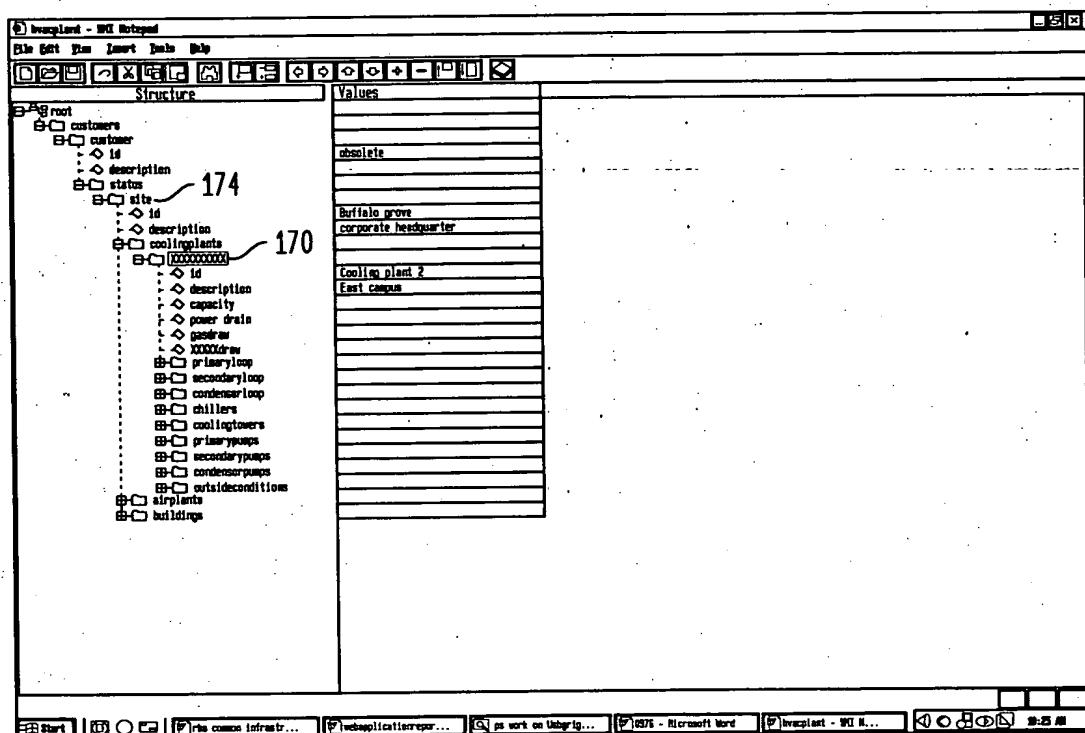
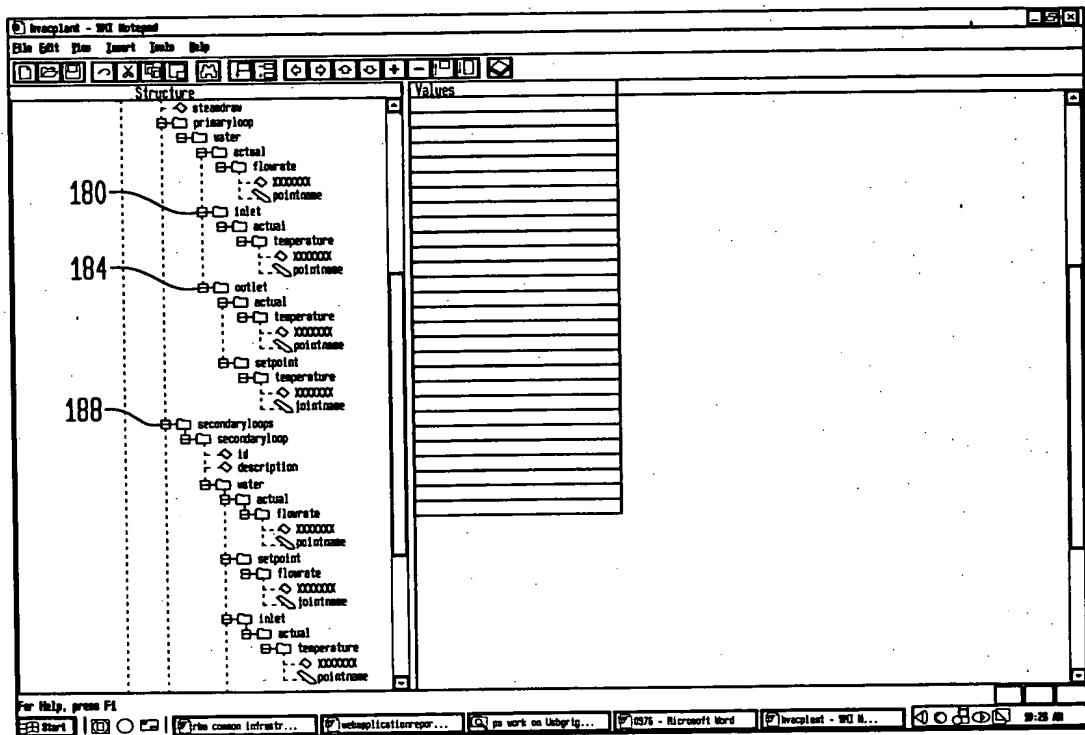


FIG. 6



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FIG. 7

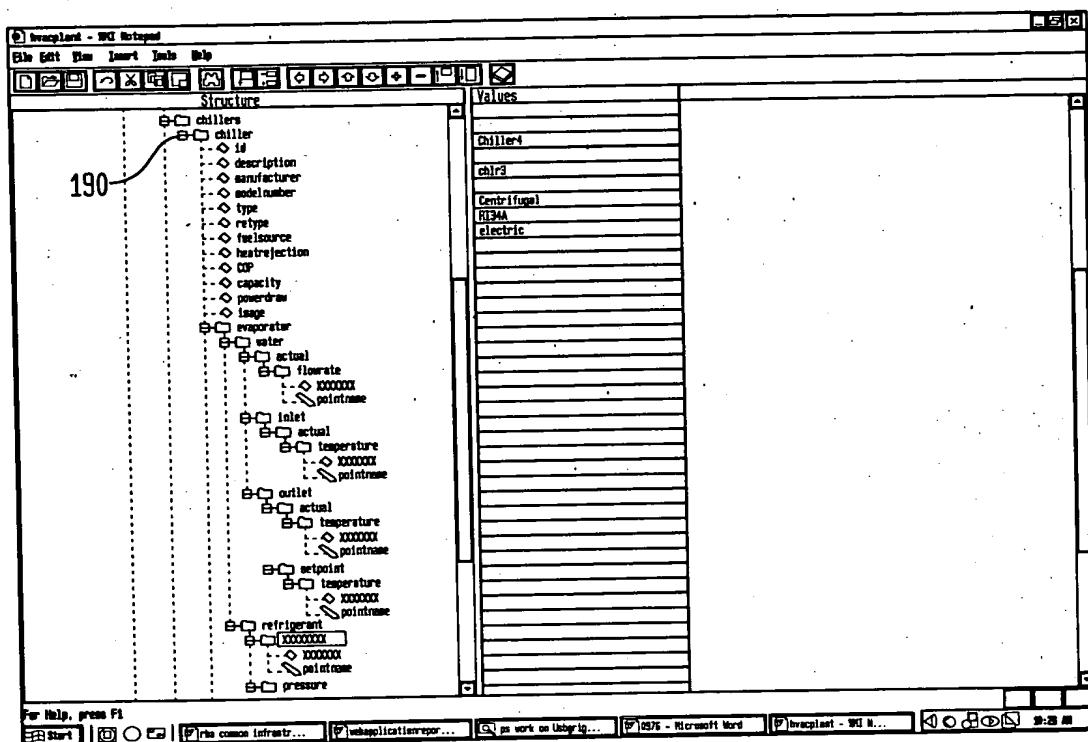


FIG. 8

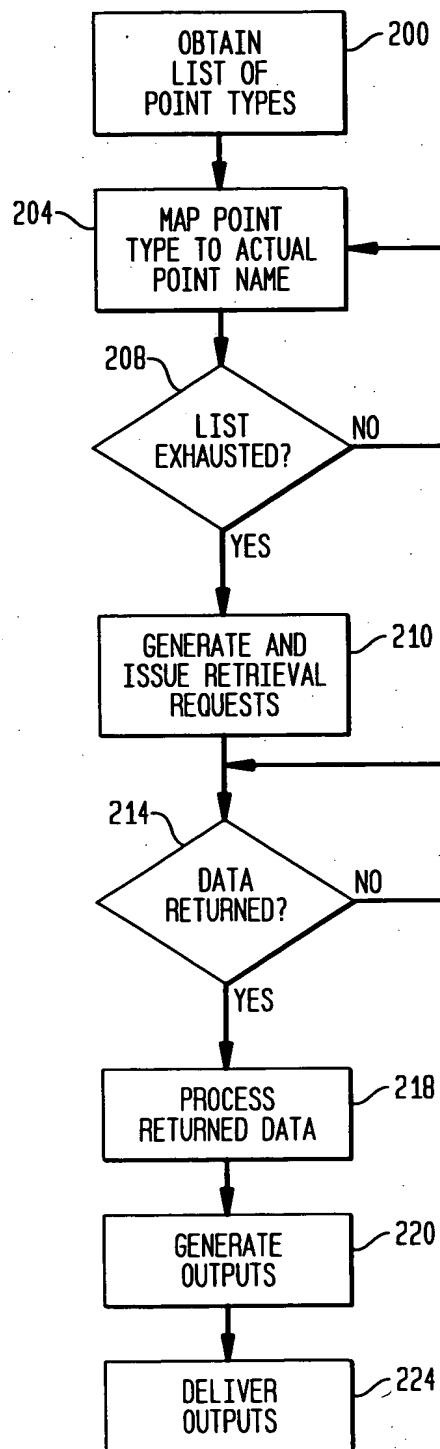
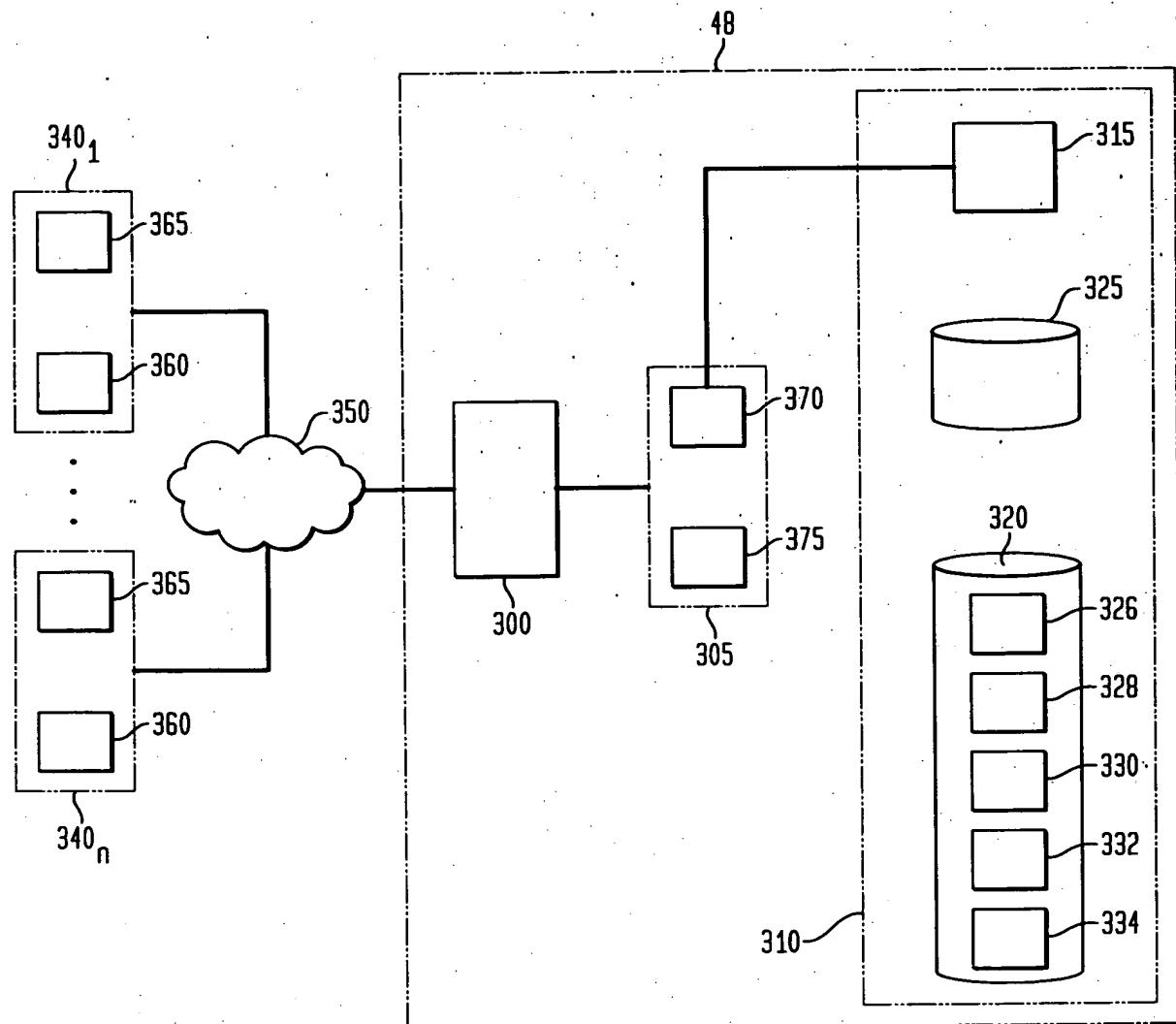


FIG. 9

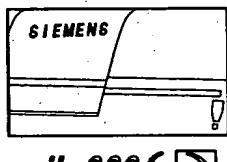


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FIG. 10

400



SIEMENS

Siemens Building Technologies Home News Help Contact Us Sitemap

Search for... go >

Service Central Fileshare Administration Log Out
| Home | Service Central >Service Activity

430

Request Service

→ Service Activity
 Open Calls
 Closed Calls
 Custom Reports
TSP Contracts 435
Equipment
Sites 440
Request Service

402

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status
Open 406
Closed 410
412
Call Type
Preventive 414
Corrective 416

System
Fire 420
HVAC 422
Mechanical 424
Security 426

408

418

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43						Export to:	<input checked="" type="checkbox"/> .xls	<input checked="" type="checkbox"/> .doc	<input checked="" type="checkbox"/> ASCII
Site	Call Status		Call Type		Type	Number			
	Open	Closed	Preventive	Corrective					
► SZ COLLEGE PARK (B320013)	► 1	► 0	► 0	► 0	► 1 HVAC	► 1			
► SZ COLLEGE PARK (B320013)	► 0	► 3	► 3	► 0	► 0 Mechanical	► 3			
► SZ EAST LIBRARY (B408013)	► 0	► 1	► 1	► 0	► 0 Mechanical	► 1			
► SZ EAST POINT (B425013)	► 2	► 0	► 0	► 0	► 2 HVAC	► 2			
► SZ EAST POINT (B425013)	► 0	► 1	► 1	► 0	► 0 Mechanical	► 1			
► 1-5 ► 6-10 ► 11-15 ► 16-20 ► 21-25 ► 26-30 next →									

404

FIG. 11

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Open Calls

Below is an overview of all service activities with an 'open' status (this includes open, scheduled, and dispatched calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

500

site360 Home site360 Ordering Help Contact Us Sitemap

Search for...

Service Central Fileshare Administration Log Out

Home | >--> Open Calls

Request Service

Display Filter Criteria

Export to: .xls .doc ASCII

Call Type	System	PO No.
Preventive	Mechanical	200303974
Preventive	Mechanical	20030780
Preventive	Mechanical	200305191
Preventive	Mechanical	200305392
Preventive	Mechanical	200305332

Item 1-5 of 15

Order No.	Status	Site	Description
030321-0652	Open	SZ MULTIPURPOSE (8251013)	REPLACE SCREENS
030307-3329	Open	SZ COLLEGE PARK (8320013)	PM
030416-0594	Open	SZ TOM LOWE (8229013)	REPLACE DEFECTIVE CONDENSING F
030416-0589	Open	SZ TOM LOWE (8229013)	PH **NOTE** MUST CALL TO GET T
030416-0551	Open	SZ SOUTHEAST (8440013)	LEAK ON 1ST CIRCUIT ON CHILLER

► 1-5 ► 6-10 ► 11-15

Display Equipment / Contract No.

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FIG. 12

600

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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >--> Open Calls >Service Order 

→ Service Activity
→ Open Calls
Closed Calls
Custom Reports
TSP Contracts
Equipment
Sites
Request Service

Service Order 

Below is detailed information for the individual service order you have selected.

Summary
The summary provides an overview of information related to the selected service order number.

Service Order No.	030321-0852	Customer Name	Demonstration Customer
PO Number	200303974	Contract No.	
Site	SZ MULTIPURPOSE (8251013)	System	Mechanical
Status	Open	Open Date	4/23/03
Call Type	Preventive	Closed Date	
Request Type	fax		
Problem Type	Repair or Replace Parts		
Call Priority	Next Scheduled Visit		

Detail
The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description: REPLACE SCREENS FOR CIRCULATION PUMP STRAINER

Resolution:

Further Information
Use the following links to get further equipment, call, or appointment information.

go to ↓ Equipment ↓ Call Log → Appointments

Equipment 610 620 630

The table below lists equipment that was serviced on the selected order number.

No Data Available.

Call Log
The table below lists all activities logged to the selected service order number.

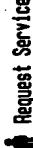
FIG. 13

700

SIEMENS

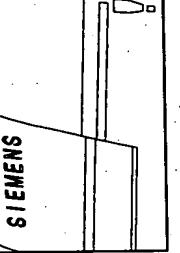
site360 Home site360 Ordering Help Contact Us Sitemap

Search for...

Service Central Fileshare Administration Log Out 

Home | >... > Open Calls >Service Order

Service Activity      

Sites 

Request Service 

→ Service Activity
→ Open Calls
Closed Calls
Custom Reports
TSP Contracts
Equipment
Sites
Request Service

site360 

→ Service Activity

Appointment

Below is the detailed information for the single appointment selected for this call.

Summary

The summary provides an overview of information related to the selected appointment.

	Service Order No.	Contract No.	Customer Name	Demonstration Customer
PO Number	20303974			
Site	SZ MULTIPURPOSE (8251013)			
		Branch	ATLANTA	Steve Conti
Appointment No.	030321-0852 0001 1 24097	Lead Technician		Fitter Journeyman
Open Date	4/23/03	Skill Type		
Closed Date				
Appointment Status	TENTATIVE			

Equipment
The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

FIG. 14

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Request Service

800

Search for...

Service Central Fileshare Administration Log Out

Home | >... >... >Closed Calls

→ Service Activity

→ Open Calls

→ Closed Calls

Custom Reports

TSP Contracts

Equipment

Sites

Request Service

Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed and paid calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 178 Order No. 810 Status Complete Site SZ EAST POINT (8425013) Description UPS 35 Glenlake Fire TAPER TROUBLE PM Call Type Preventive System PO No. 200305028 Export to: .xls .doc ASCII

4/15/03 ► 030403-0116 Complete SZ FAIRBURN (8323013) Description CHANGE THE BELTS PM Call Type Preventive System Mechanical

4/10/03 ► 030307-3327 Complete SZ MULTIPURPOSE (8323013) Description CHANGE THE BELTS PM Call Type Preventive System Mechanical

4/10/03 ► 030410-0128 Complete SZ SOUTHEAST (8440013) Description CHANGE THE BELTS PM Call Type Preventive System Mechanical

4/9/03 ► 030307-3325 Complete SZ SOUTHEAST (8440013) Description CHANGE THE BELTS PM Call Type Preventive System Mechanical

► 1-5 ► 6-10 ► 11-15 ► 16-20 ► 21-25 ► 26-30 next →

→ Display Equipment / Contract No.

→ Display Filter Criteria →

FIG. 15 900

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Search for...

Service | Fileshare | Administration | Log Out

Home | >... > Selected Services



Selected Services

The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking Display filter criteria enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 15

Open Date	Order No.	Status	Description	Call Type	System	PO No.
5/1/03	► 030409-0306	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive	HVAC
5/1/03	► 030409-0307	Open	NEHAKA NODLE	PREVENTIVE MAINTENANCE	Preventive	HVAC
5/1/03	► 030409-0308	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC
5/1/03	► 030409-0309	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC
4/15/03	► 030409-0310	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC

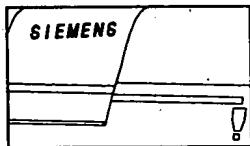
next → → Display Equipment / Contract No.

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FIG. 16

1000



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[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)

[Home](#) | >> [Request Service](#)

[Request Service](#)

Service Activity
TSP Contracts
Equipment
Sites
→ Request Service

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

* Indicates required field.

Request Type*	<input type="text" value="Request for service"/>
Priority*	<input type="text" value="Next Business Day"/>
Select Site*	<input type="text"/>
OR Enter Site	<input type="text"/>
	<input type="button" value="Load Site Equipment"/>
Select Equipment*	<input type="text"/>
OR Enter Equipment*	<input type="text"/>
Location*	<input type="text"/>
Description*	<input type="text"/>
PO No.	<input type="text"/>

Last Name Wallace

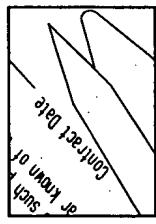
First Name Michael

E-mail*

Phone

FIG. 17

1100



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Service Central Fileshare Administration Log Out

Home > Service Central > TSP Contracts

Service Activity

→ TSP Contracts

- ▶ Active Contracts
- ▶ Expiring Contracts
- ▶ Cancelled Contracts
- ▶ Expired Contracts
- ▶ Custom Reports

Equipment

Sites

Request Service

1102

TSP Contracts

The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status	System	1104
Active	Fire	1106
	HVAC	1108
Expiring	Mechanical	1110
Cancelled		1112
Expired		1114

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Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6

Site	Active	Expiring	Contract Status	Cancelled	Expired	Type	Export to:	1134
▶ UPS 35 Glenlake	▶ 1	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0 HVAC	▶ .xls	▶ .doc
▶ UPS 35 Glenlake	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0 HVAC	▶ .xls	▶ .doc
▶ Fire	▶ 1	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0 Mechanical	▶ .xls	▶ .doc
▶ UPS 35 Glenlake	▶ 1	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0 HVAC	▶ .xls	▶ .doc
▶ Mechanical	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0 Mechanical	▶ .xls	▶ .doc
▶ UPS 55 Glenlake	▶ 1	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0 HVAC	▶ .xls	▶ .doc
▶ Automation	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0 Fire	▶ .xls	▶ .doc
▶ UPS 55 Glenlake	▶ 1	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0 Fire	▶ .xls	▶ .doc
▶ FIRE	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0	▶ 0 Fire	▶ .xls	▶ .doc
▶ 1-5	▶ 6-6							

FIG. 18

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SIEMENS Siemens Building Technologies Home News Help Contact Us Sitemap

Search for...

Service Central Filtershare Administration Log Out

Home | >Service Central >SP Contracts >Active Contracts

Site 360 

Active Contracts

Below is an overview of all active service contracts. Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 13 of 3 **1220**

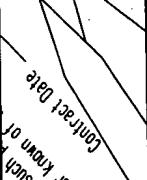
Contract No.	Po. No.	Description	Site	Status	Effective Date	Renewal Date	System
		UPS 35 Glenlake Mechanical	UPS 35 Glenlake	Active	1/1/03	12/31/03	Mechanical
		Multiple Sites		Active	1/1/03	12/31/03	HVAC
		UPS 55 Glenlake FIRE		Active	8/1/02	7/31/03	Fire
							→ Display Equipment

Service Activity

→ SP Contracts
→ Active Contracts
→ Expiring Contracts
→ Cancelled Contracts
→ Expired Contracts
→ Custom Reports

Equipment

Site No.	Request Service	TIME & MATERIAL
1210	►NS-6699 ►PB-1394 ►PC-1512	FULL COMPREHENSIVE

Site 360 

Site 360 is a service contract management system. It provides a central location for managing service contracts, equipment, and service activity. The system allows users to filter and display contracts based on various criteria, and provides links to detailed information for each contract. It also supports exporting data to various file formats.

FIG. 19

The screenshot shows a web browser displaying the Siemens Building Technologies website. The URL in the address bar is 'http://www.siemens.com/buildingtechnologies/individualcontract'. The page content includes a search bar, navigation links for 'Home', 'News', 'Help', 'Contact Us', and 'Sitemap', and a 'Request Service' button. The main content area displays a table with columns 'Service Central', 'Fileshare', 'Administration', 'Log Out', 'Contracts', 'Expired Contracts', and 'Individual Contract'. The 'Individual Contract' link is highlighted with a red box. The page title is 'SIEMENS' and the subtitle is '1300'.

Service Activity		Individual Contract	
→ TSP Contracts		The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.	
Active Contracts			
Expiring Contracts			
Cancelled Contracts			
→ Expired Contracts			
Custom Contracts			
Equipment			
Sites			
Request Service		Contract No.	PO No.
		PC-1396	
Status		Expired	
Effective Date		2/1/02	STI Branch
Renewal Date		1/3/03	Secondary Contact
Time to Renewal		-21 Days	Coverage Type
Service Technician/ Account Engineer		Chris Howell	System
		<u>1310</u>	LABOR ONLY H/W/C

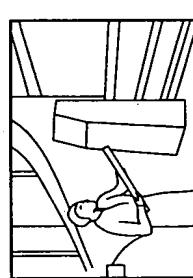
<u>1320</u>	<u>Service History</u> → <u>Scheduled Services</u>	<u>1330</u>	<u>1340</u>	Clicking an existing service contract displays the contract in its entirety.												
<u>1350</u>				<p>Sites & Equipment The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.</p> <table border="1"> <tr> <td>Item 1-1 of 1</td> <td>Site</td> <td>1351</td> <td>Item 1-1 of 1</td> <td>Equipment</td> <td>1370</td> </tr> <tr> <td></td> <td>UPS 35 Glenlake Fire</td> <td>1360</td> <td></td> <td>1370</td> <td>1370</td> </tr> </table>	Item 1-1 of 1	Site	1351	Item 1-1 of 1	Equipment	1370		UPS 35 Glenlake Fire	1360		1370	1370
Item 1-1 of 1	Site	1351	Item 1-1 of 1	Equipment	1370											
	UPS 35 Glenlake Fire	1360		1370	1370											
				TECH/SPEC SCHEDULING												

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FIG. 20

1400



SIEMENS

Siemens Building Technologies

Home

News

Help

Contact Us

Sitemap

Search for...

go >

Site Activity

TSP Contracts

Equipment

Sites

Request Service

Service Central

Fileshare

Administration

Log Out

| Home | >Service Central | Equipment

Site@360

Service Activity

TSP Contracts

Equipment

Sites

Request Service

Service Central

Fileshare

Administration

Log Out

| Home | >Service Central | Equipment

→

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Site All go >

1402 go >

Item 1-5 of 35	Site	Equipment or Services	Quantity	Location	Export to:	Excel (.xls)	Word (.doc)	Text (.txt)	ASCII
					Asset ID				System
	UPS 35 Glenlake	Automation	1	CABINET 11	UPS355A.01	HWAC			
<u>1404</u>	UPS 35 Glenlake	Automation	1	CABINET 12	UPS355A.02	HWAC			
	UPS 35 Glenlake	Automation	1	INSTANT 03	UPS355A.03	HWAC			
	UPS Glenlake Fire	MECH/SPEC SCHEDULING	1		UPS.F1	HWAC			
	UPS 55 Glenlake	Automation	1	CABINET 1 MATH CHILLER	UPS355A.01	HWAC			
	►1-5 ►6-10	►11-15 ►16-20	►21-25	►26-30					
				next →					

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FIG. 21

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1510

1530

1550

SIEMENS

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Home News Help Contact Us Sitemap

Search for...

Service Central Fileshare Administration Log Out

Home | Service Central >Equipment >> Individual Equipment

Request Service

Service Activity

TSP Contracts

→ Equipment

Sites

Request Service

Site@360 

Individual Equipment

The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	CLIENT WORKSTATION REV.	Asset ID	Warranty Expiration
Site	UPS 35 Glenlake Automation	UP335EL03	Contract No. ▶ PB-1394-1520
Equipment Quantity	1		System
Equipment Location	INSIGHT 03		HVAC

Service Activity

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched call(s) for this piece of equipment).

Item 1-1 of 1	Description	Call Type	Export to:
1/17/03	FULL COMPREHENSIVE	preventive	▶ 021216-0836-1540 PO No.

Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid call(s) for this piece of equipment).

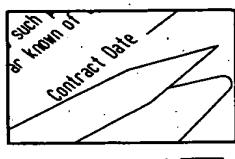
Item 1-2 of 2	Description	Call Type	Export to:
7/3/02	FULL COMPREHENSIVE	preventive	▶ 020625-0966 PO No.
4/4/02	FULL COMPREHENSIVE	preventive	▶ 0021052288-1560

→

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FIG. 22



site360

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Search for... go >

Service Central Fileshare Administration Log Out
| Home | >Service Central >Equipment >Individual Contract

Request Service

Service Activity

→ TSP Contracts

Active Contracts

Expiring Contracts

Cancelled Contracts

Expired Contracts

Custom Reports

Equipment

Sites

Request Service

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Individual Contract



The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No. PB-1394

PO No.

Status Active

Effective Date 1/1/03

SBT Branch ATLANTA

Renewal Date 12/31/03

Secondary Contact Jacquelyn Brewer

Time to Renewal 313 Days

Coverage Type FULL COMPREHENSIVE

Service Technician/ M. Kevin Note

System HVAC

Description FULL COMPREHENSIVE

1630

Service Activity

Use the following links to get service history or scheduled service information.

1620

→ Service History → Scheduled Services

1650

Detail

Clicking an existing service contract displays the contract in its entirety.

1640

1660

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3

.xls

.doc

ASCII

Item 1-3 of 3

Site

→ UPS 35 Glenlake Automation

→ UPS 55 Glenlake Automation

→ UPS 55 Glenlake Automation

1670

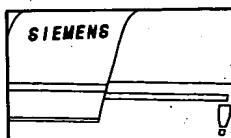
→ Equipment

CLIENT WORKSTATION REV*

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FIG. 23



SIEMENS

1700

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Search for... go >

Service Central Fileshare Administration Log Out
| Home | >Service Central >Equipment --> Service Order

Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - Selected Services
- TSP Contracts
- Equipment
- Sites
- Request Service

Service Order

→

Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0966	Customer Name	Demonstration Customer
P0 Number		Contract No.	► PB-1394
Site	UPS 35 Glenlake Automation	System	HVAC
Status	Closed	Open Date	7/3/02
Call Type	Preventive	Closed Date	7/5/02
Request Type	generated		
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

1720

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

1710

Problem Description

Resolution: JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

1730

Further Information

Use the following links to get further equipment, call, or appointment information.

1740

go to Equipment Call Log

→ Appointments

Equipment 1750 1760

1770

The table below lists equipment that was serviced on the selected order number.

1780

Item 1-3 of 3

Export to: .xls .doc ASCII

Equipment Name

Equipment

Quantity

Location

Asset ID

► |

1 CABINET 11

UPS35GL01

► |

1 CABINET 12

UPS35GL02

► | CLIENT WORKSTATION REV*

1 INSIGHT 03

UPS35GL03

1790

Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

FIG. 24

1800

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↑

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Search for... → Display Filter Criteria

Service Central Fileshare Administration Log Out

Home | >Service Central >Sites

Request Service

Service Activity

TSP Contracts

Equipment

→ **Sites**

Request Service

The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35

Site

Primary

► SZ COLLEGE PARK (B32003) → 1810

► SZ EAST LIBRARY (B40003)

► SZ EAST POINT (B42503)

► SZ ELECTION KSE (B80003)

► 1-5 ► 6-10 ► 11-15 ► 16-20 ► 21-25 ► 26-30 next →

Site 360 

Search for...

↑

FIG. 25

SIEMENS

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Search for... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >Sites >... >Individual Site

Site360 

Service Activity Individual Site Request Service

The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

1910	Site	Call Type	1930
	SZ COLLEGE PARK (8320013)	Preventive	► 3 ↘ 1965
		Corrective	► 1 ↘ 1970
1920	Call Status	System	1940
	Open	1950	► 1 ↘ 1975
	Closed	1960	► 1 ↘ 1980
		HVAC	► 3 ↘ Mechanical

Service Activity Detail

The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

1990	Item 1-4 of 4	Order No.	PO No.	Description
		► 12001-0210	PC-02SC97314	ANNUAL CHILLER PM
		► 02109-0275	PC02SC97314	INSTALL 2 CHECK VALVES & CLEAN
		► 021015-0058	PC-02SC97314	PM REPAIRS
				this is a test for the call t#
				► 030206-0002

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→ Display Filter Criteria

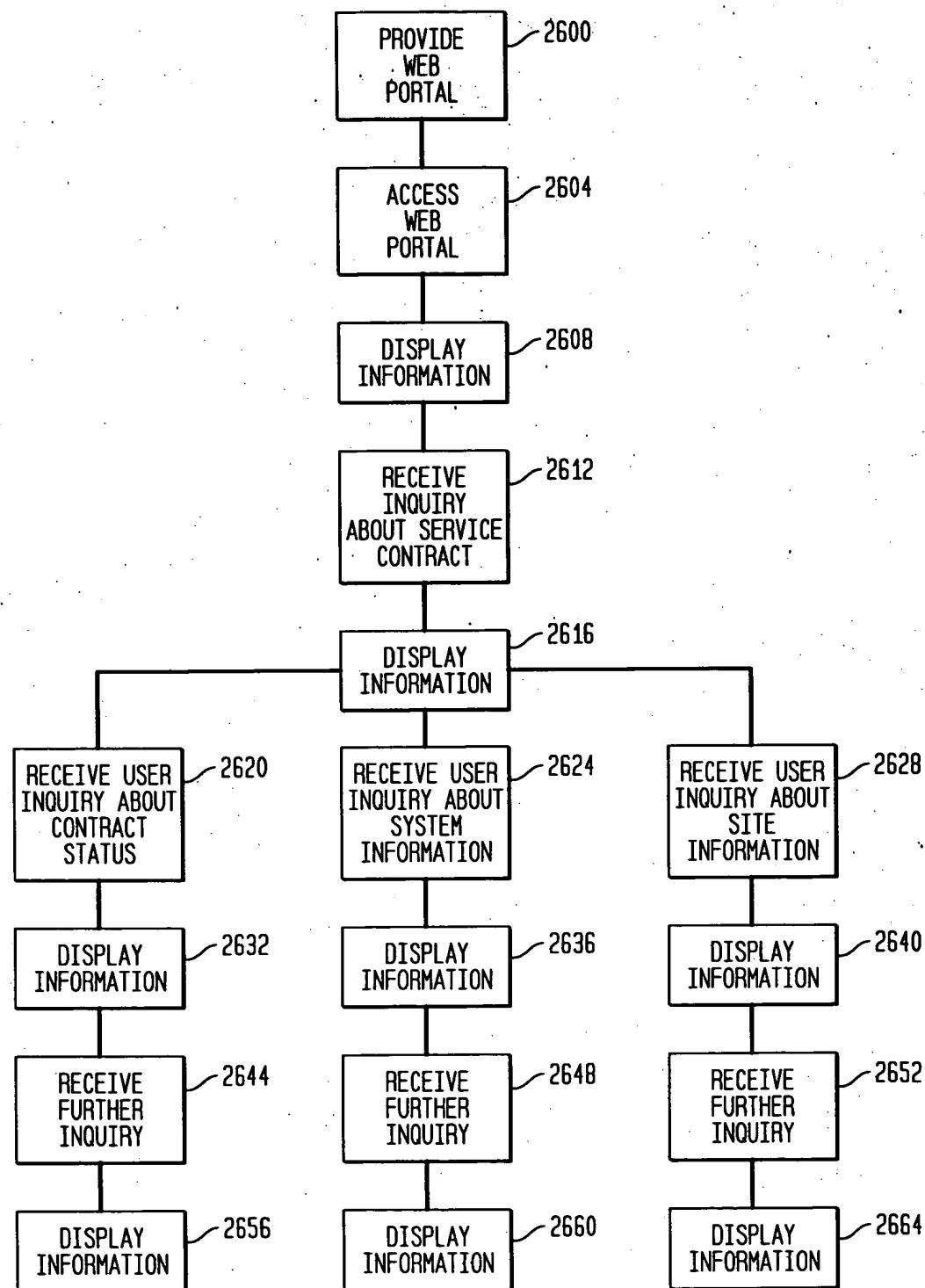
Export to: xls doc ASCII

Call Status	Call Type	Open Date	System
Closed	Preventive	20/7/02	Mechanical
Closed	Preventive	20/6/02	Mechanical
Open	Corrective	2/6/03	HVAC

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FIG. 26



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FIG. 27

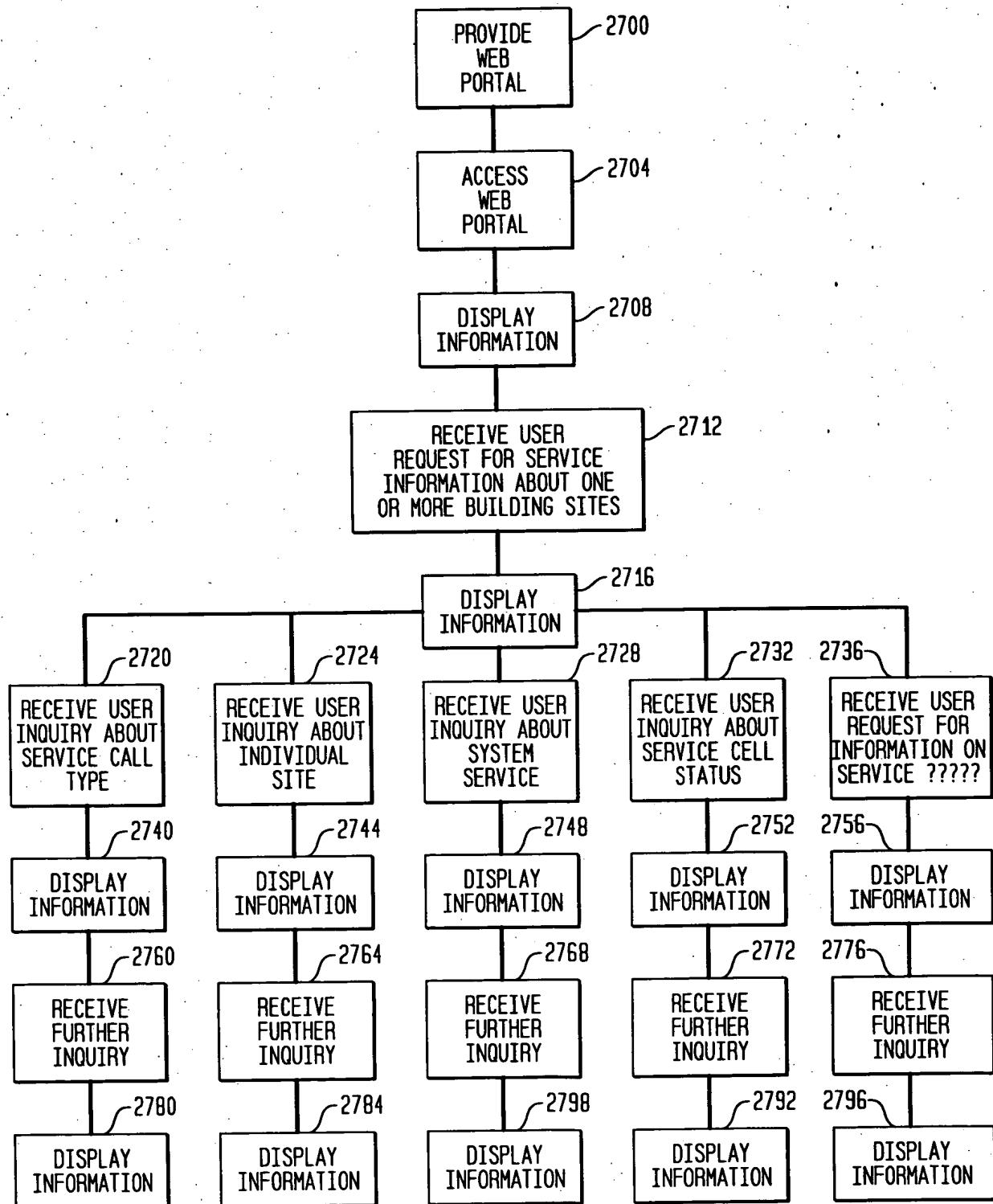
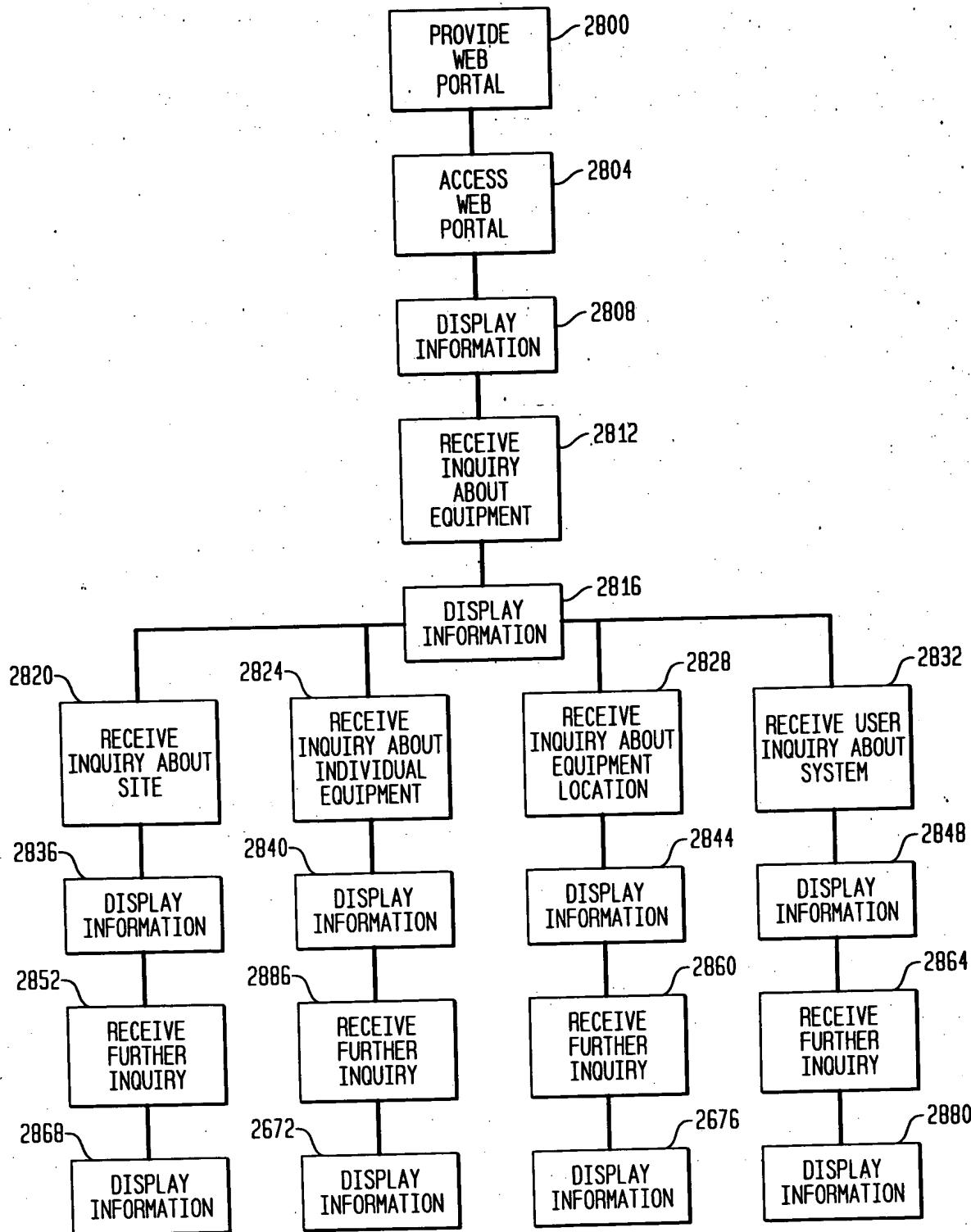


FIG. 28



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FIG. 29

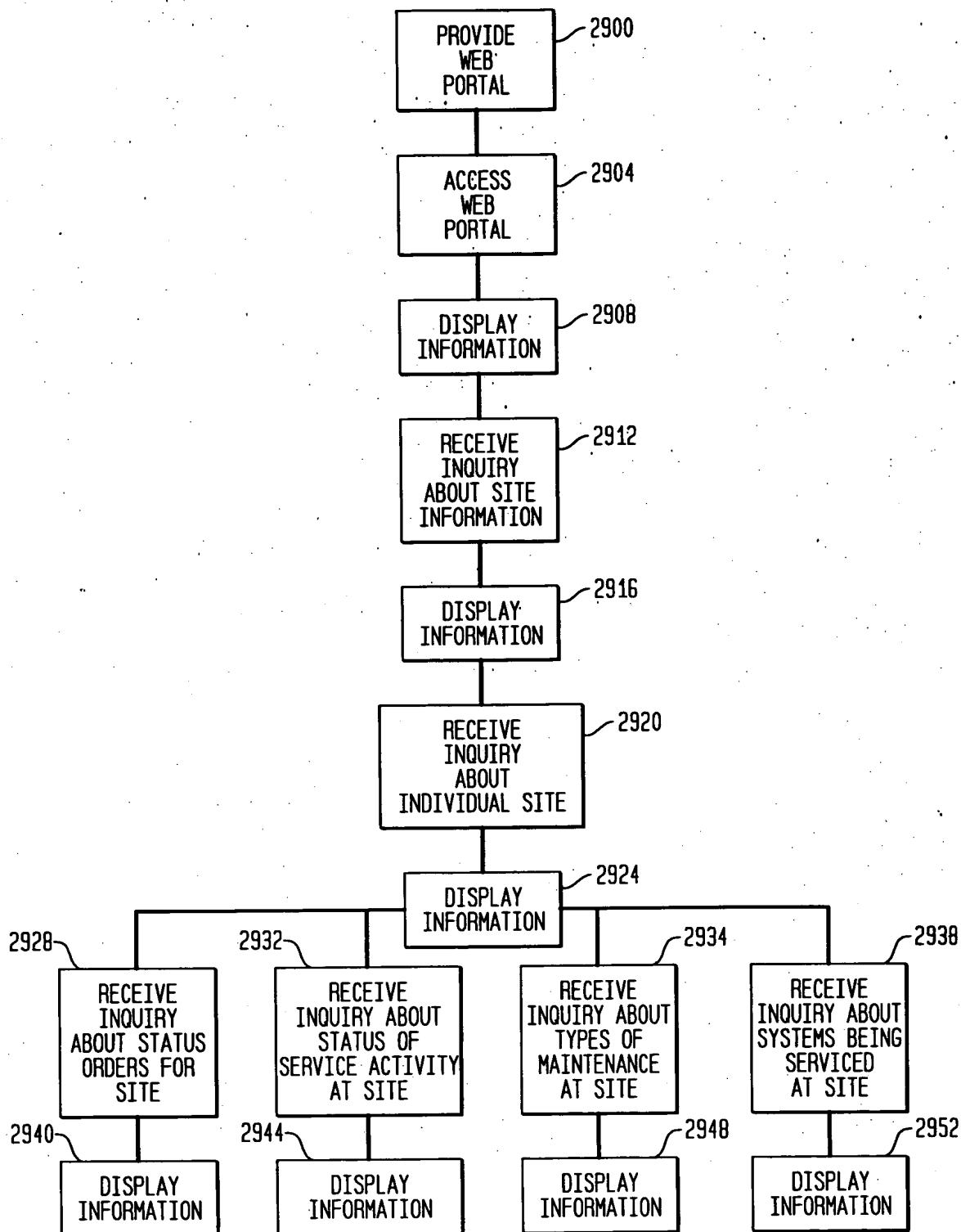


FIG. 30

